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Docket No.: 30004631-03 (1509-222)

PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of : ATTN: BOX ISSUE FEE  
Rycharde Jeffery HAWKES et al. : Confirmation No. 1543  
U.S. Patent Application No. 09/977,494 : Group Art Unit: 2157  
Filed: October 16, 2001 : Allowed: July 5, 2005  
For: CONTACT CENTER : Examiner: Moustafa M. MEKY

AMENDMENT UNDER 37 CFR 1.312

Commissioner for Patents  
P.O. Box 1450  
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